

RAVE
MOBILE SAFETY

CASE STUDY

**HOW A 9-1-1 CENTER
SAVES LIVES AND MONEY
WITH RAVE 911 SUITE**

EXECUTIVE SUMMARY

Ottawa County Central Dispatch, MI

After adopting Rave 911 Suite in March 2014, Ottawa County Central Dispatch recognized that the Chat feature could be used to resolve dropped calls and reduce unnecessary dispatches.

As a result of sending an outbound SMS text message to every dropped call, Ottawa County Central Dispatch saw a higher response rate on dropped calls, high cost avoidance for law enforcement agencies, and numerous lives saved from chat intervention.



THE FACTS

\$24K

TOTAL COST AVOIDANCE IN 2015

10%

OF DROPPED CALLS RESOLVED

20%

**SUCCESS RATE ON RESPONSES
TO CHAT SESSIONS**

THE CHALLENGE



Call backs to 9-1-1 dropped calls are often ignored because they don't recognize the 10 digit number. If the person doesn't respond, an officer is dispatched to respond.

As a result, 9-1-1 call takers waste time trying to resolve accidental dials and officers are dispatched for non-emergencies.



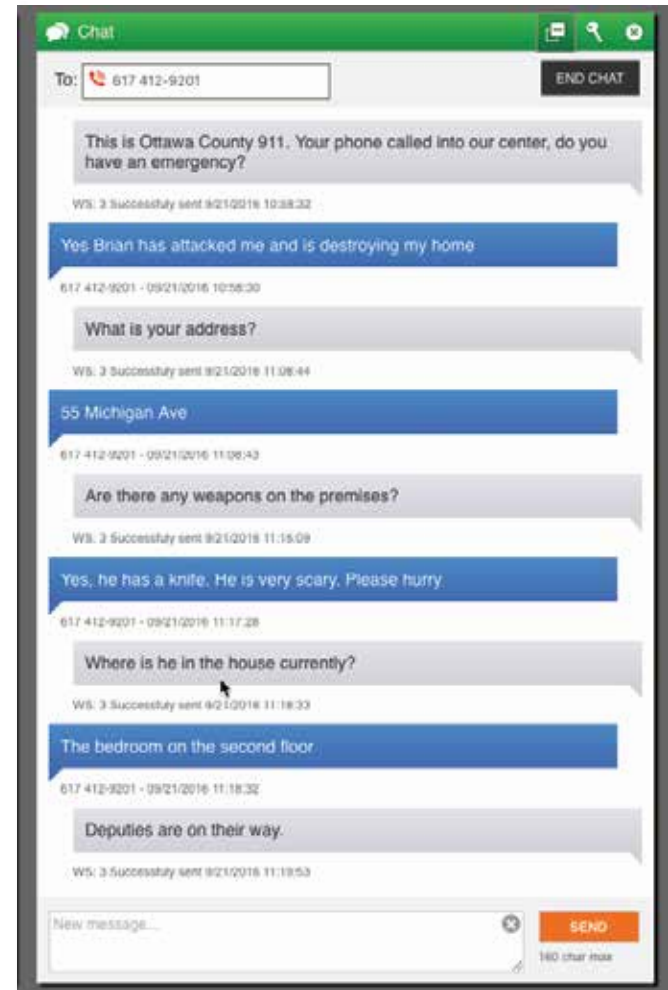
**The capabilities provided
with Rave 911 Suite have
revolutionized our
response process.** 

**TIMOTHY SMITH
9-1-1 DIRECTOR
OTTAWA COUNTY, MI**

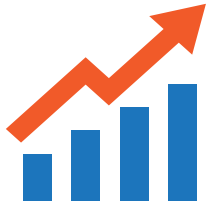
Ottawa County Central Dispatch Deploys Chat

Easy Rave 911 Suite implementation

- Easy to use interface
- Improved response rates on hang ups and accidental dials
- High cost avoidance for law enforcement agencies
- Lifesaving technology in domestic violence and suicidal situations



THE RESULTS



In 2014, they initiated 1,178 Chats, which increased by 342% in 2015.

Additionally, fewer officers were unnecessarily dispatched resulting in \$23,644.00 in cost avoidance for the county.



In some cases, calls were dropped because a resident could not safely communicate.

In these instances, call takers saved the lives of victims of domestic violence and suicidal residents.



**OTTAWA COUNTY DISPATCHERS
UTILIZE RAVE 911 SUITE'S
CHAT FEATURE TO REDUCE
COSTS AND SAVE LIVES.**

LEARN MORE

Rave 911 Suite

Rave 911 Suite helps call takers make faster, better decisions, and shorten response times.

Trusted by thousands to protect millions.



Contact us today

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